



PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Richard Ney Art Unit: 3639
Serial No.: 09/379,385
Filed: August 23, 1999
For: METHOD AND PROCESS OR ACCUMULATING
AND SUMMARIZING DATA FOR DEFINED
TIME INTERVALS WITHIN A CUSTOMER
INTERACTION SYSTEM
Attorney
Docket No.: 96761

AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of June 21, 2006,
please amend the above-identified application as follows: